



World Wide Technology, Inc.

e-business solutions

October 13, 2005

Letter of Appeal
Schools and Libraries Division
Box 125- Correspondence Unit
80 South Jefferson Road
Whippany, NJ. 07987

RE: FRN 1043142- Cedar Unified School District 25

APPEAL

Our invoice 471739A has been rejected for customer ship date outside of funding year. We discovered that the school filed the original 471 incorrectly, which caused our invoice in the amount of \$297,029.92 to be rejected.

There were two attachments that were submitted with the original 471, the first attachment was number 300, which was for the Internet service, and the second attachment which was number 400 was for service and product. The Internet service was supposed to be a monthly recurring charge and was processed correctly on the 471. *However, the service and product should have been marked as one time charge as shown in attachment 400 submitted with the 471.*

World Wide Technology (WWT) was not originally awarded this FRN and it wasn't until Techknowledge Center went out of business that WWT was asked to provide the service and product for Cedar Unified School District (CUSD). The original FRN was split into two, one for the Internet Service which was awarded to Satellite Connections and FRN 1043142 for product and service which was awarded to WWT. Once the Internet service was split off the FRN and awarded to a new company the Schools & Library Division (SLD) should have seen that the original 471 was incorrect, and that the service and product would not be a monthly recurring charge.

The new Funding Commitment Report was issued to WWT on 1/20/04 (exhibit 3). There were however, service substitutions and modifications from the original order that was issued to Techknowledge Center that still had to be approved. Please see the e-mail from Rich Nyquist, with the SLD, regarding application 374980 (exhibit 1) showing that as of May 5, 2004, WWT still had not received the final approval to begin work on this FRN. The final approval was completed 6/30/04 (exhibit 2) and work began immediately thereafter. WWT finished work on 4/05/05, and the contract was extended until 09/30/05. In August 2005, the customer submitted a form 500 to modify the new contract extension as instructed per the SLD.

Because of the error on the original 471, WWT invoices have been rejected. WWT was unaware that the 471 was filed as a monthly recurring and as the work was not completed until 04/05/05 we would have been unable to file our invoices in this manner. WWT accepted this FRN in good faith and provided product and quality service as requested. We filed all the extensions and service substitutions as requested by the SLD. WWT is now being adversely affected by an error committed that was not in WWT's control, and prior to WWT being awarded the contract.

At this time we feel in the interest of fairness that the original 471 form be modified on the service and product portion to read as a one time charge, which was the intention of the school as shown in attachment 400. It is clear that the school made a simple error in their filing. The school has received all of the product and service and it would simply be an egregious error for WWT to not be paid on a mere technicality.

Respectfully Yours,

Stephanie Stockwell
World Wide Technology
Collection Specialist
314-569-7021 – Phone
314-569-8340 – Fax
stephanie.stockwell@wwt.com



World Wide Technology, Inc.

Ed Halopka - FW: CedarUSDApp374980ServiceSub

Exhibit #1

From: Thomas, Al L
To: Halopka, Vance
Date: 5/5/2004 2:51 PM
Subject: FW: CedarUSDApp374980ServiceSub

A. L. Thomas
IKON Office Solutions Technology Services
Business Development Manager
(800) 352-8735 Ext 230 Voice
(928) 774-5141 Ext 230 Voice
(928) 380-1106 Cell
(480) 379-8688 FAX
ALLThomas@IKON.Com

-----Original Message-----

From: Todd Petersen (<mailto:tpetersen@goalsinc.com>)
Sent: Wednesday, May 05, 2004 10:35 AM
To: Thomas, Al L
Subject: FW: CedarUSDApp374980ServiceSub

Al, Could you please address the following requests from the SLD regarding Cedar Unified School District? What a process!
Thanks,

Todd Petersen
GOALS, Inc.
480-488-4226 (Phone)
480-488-5098 (Fax)

Based on your email and a review by our Service Group:
FRN# 1043142:

1. The "Educational VOD Application - Client" is ineligible.
2. The "Ongoing Support..Client.." is ineligible.
3. The "Cisco IP/TV 3432 Archive Server...et al" is ineligible.
4. The "IP/TV MPEG2 Software Decoder..." is ineligible.
5. The "Cisco Content Engine 560AV..." is 22% ineligible.

Please remove these items, their costs and any associated install expenses and Sales Tax from the "to" list, and resubmit. Please include an explanation of how you calculated the amounts removed.

Rich Nyquist
973.884.8237

Exhibit #2



Universal Service Administrative Company
Schools & Libraries Division

SUPPLEMENTAL FORM 471 APPLICATION

APPROVAL LETTER

June 30, 2004

Gary Hicks
Cedar USD 25
Mile Post 408 Hwy 264
Keams Canyon, AZ 86034-0367

Form 471 Application Number: 374980

Dear Applicant:

This letter is your notification that the FCC Form 471, *Services Ordered and Certification Form* you submitted for Minor Modifications was received and approved. You are now authorized to make the changes identified in your submission.

This letter does NOT authorize any increase in funding of any Funding Request Numbers (FRNs) contained in your submission. If the changes represent a cost decrease from the original commitment amount for the Funding Request Numbers (FRNs) listed below, the Schools and Libraries Division (SLD) automatically adjusts the funding commitment for the affected FRNs. If applicable, the amount of the reduction and the revised funding commitment will be shown below for the affected FRNs.

Do NOT file FCC Form 500 to reflect any funding reduction from this service substitution request, as the funding reduction has already been taken.

Please keep this letter for your records. This is the only notification you will receive indicating the processing of the above-submitted form, and of a reduced funding. The Funding Request Numbers (FRNs) listed below are the only changes to products or services authorized for this Minor Modification filing.

FRN(s): 1043142
Reduction: \$71,506.41

- Form 500 - Applicant or Service Provider - notification letter received
Contract Exp. 6/30/04 (to be)
Extension - 9/30/05 (automatic) approved service
FUNDING COMMITMENT REPORT substitution. Exhibit #3

Service Provider Name: World Wide Technology, Inc.
Service Provider Identification Number: 143020028

Funding Request Number: 1043142
Form 471 Application Number: 374980
Form 470 Application Number: 664850000442207
Name of 471 Applicant: CEDAR UNIF SCHOOL DISTRICT 25
Applicant Street Address: MILE POST 408 HWY 264
Applicant City: KEAMS CANYON
Applicant State: AZ
Applicant Zip: 86034-0367
Entity Number: 143165
Name of Contact Person: DR. SANDRA K. JOHNSON
Preferred Mode of Contact: PHONE
Contact Information: (928) 738-2336 Ext. 109
Funding Year: 2003 (07/01/2003 - 06/30/2004)
Funding Status: Funded
Contract Number: NA
Services Ordered: Internal Connections
Site Identifier: 98628
Billing Account Number: 928-738-2332
Allowable Vendor Selection/Contract Date: 01/10/2003
Contract Award Date: 01/29/2003
Earliest Possible Effective Date of Discount: 07/01/2003
Contract Expiration Date: 06/30/2004
Monthly Recurring Charges: \$30597.91
Portion of Monthly Recurring Charges that is Ineligible: \$3095.14
Eligible Monthly Pre-Discount Amount for Recurring Charges: \$27502.77
Number of Months Recurring Service Provided in Funding Year: 12
Annual Pre-Discount Amount for Eligible Recurring Charges: \$330033.24
Annual Non-Recurring Charges: \$0.00
Portion of Annual Non-Recurring Charges that is Ineligible: \$0.00
Annual Pre-Discount Amount for Eligible Non-Recurring Charges: \$0.00
Total Program Year Pre-Discount Amount: \$330033.24
Applicant's Approved Discount Percentage: 90
Funding Commitment Decision: \$297029.92 - FRN approved; modified by SLD
Funding Commitment Decision Explanation: The dollars requested were reduced to remove the ineligible product 2 - tape, media for LTO, 5 pack plus tax. The estimated monthly charge was changed to reflect the documentation provided by the applicant.
Technology Plan Approval Status: Approved
Wave Number: 006
Applicant Letter Date: 06/30/2003

New 9/15
IA# 587994
9/29/1
Sec code

File Form 486

Invoice ID: 555196
Security Code: 59042

Inv ID: 504550
Sec Code: 39584

Call about last rejection